

Focus On Multiple Choice and Written Exams

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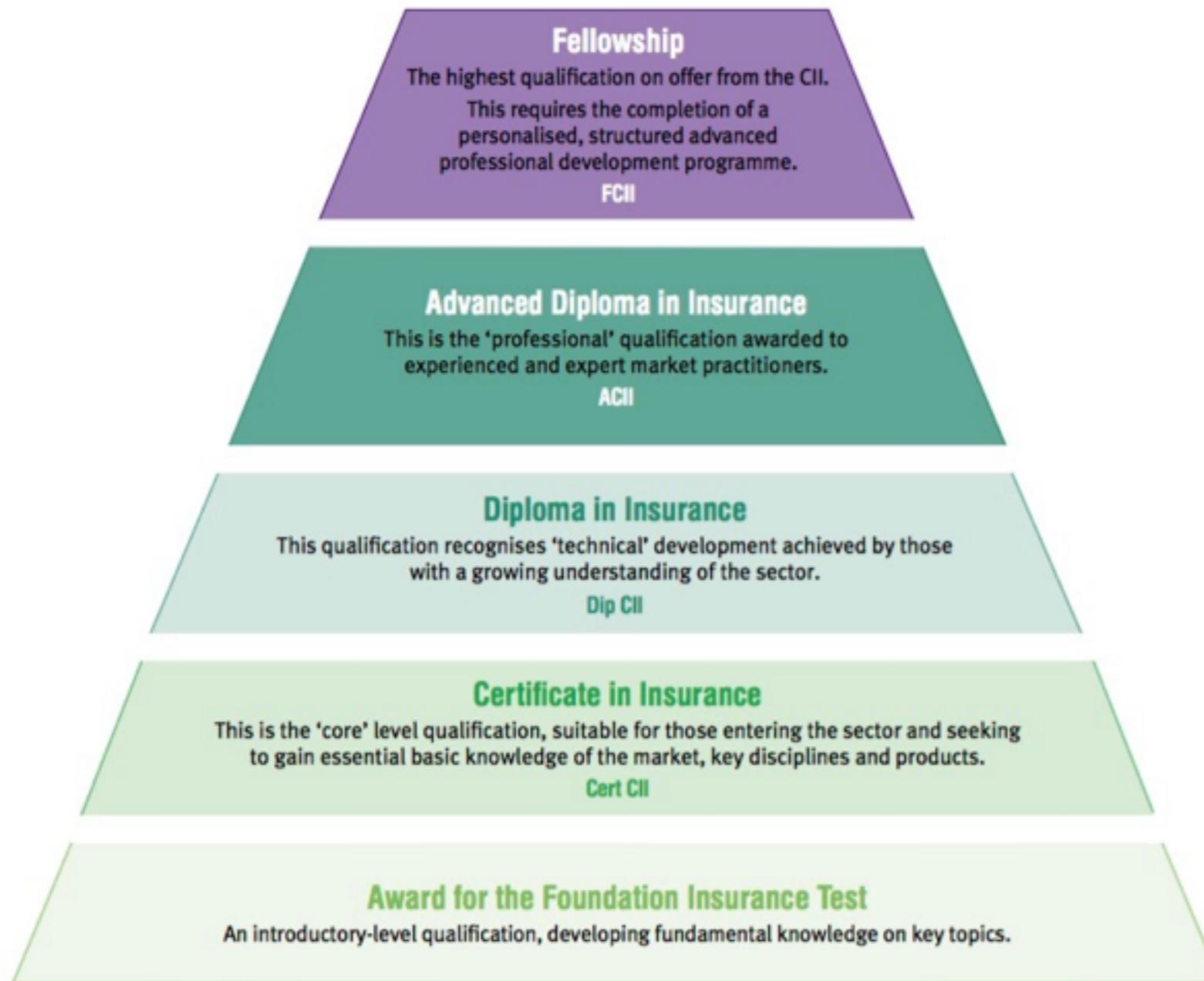
Objectives

- To develop an understanding of the CII exam structure and the exams available under the CII programme.
- To become familiar with the format of a multiple choice exam.
- To learn how best to prepare for the exams and structure your revision.
- To pick up some learning tips and learn how best to navigate the CII books.
- To gauge how best to approach coursework for the higher level exams.



CII Exam Structure





Note: CII membership and Continuing Professional Development requirements apply to the use of designations.



Award Level 2	Certificate Level 3	Diploma Level 4	Advanced Diploma Level 6	Advanced Diploma Level 7	Study and assessment
<p>(FIT) Foundation Insurance Test 6 credits 40 study hours</p> <p>Non RQF The following units are not registered as part of the UK's Regulation Qualification Framework (RQF).</p> <p>(AWB) Award in Bancassurance¹ 15 credits 60 study hours</p> <p>(W01) Award in General Insurance^{1, 3} 15 credits 50 study hours</p> <p>(WH1) Award in General Insurance (Hong Kong)² 15 credits 50 study hours</p> <p>(W04) Award in Customer Service in Insurance¹ 15 credits 50 study hours</p>	<p>(IF1) Insurance, legal and regulatory 15 credits 60 study hours</p> <p>(IF2) General insurance business 15 credits 60 study hours</p> <p>(IF3) Insurance underwriting process 15 credits 60 study hours</p> <p>(IF4) Insurance claims handling process 15 credits 60 study hours</p> <p>(IF5) Motor insurance products 15 credits 60 study hours</p> <p>(IF6) Household insurance products 15 credits 60 study hours</p> <p>(IF7) Healthcare insurance products 15 credits 60 study hours</p> <p>(IF8) Packaged commercial insurances 15 credits 60 study hours</p> <p>(IF9) Customer service in insurance 15 credits 60 study hours</p> <p>(I10) Insurance broking fundamentals 15 credits 60 study hours</p> <p>(I11) Introduction to risk management 15 credits 60 study hours</p> <p>(LM1) London market insurance essentials 10 credits 40 study hours</p> <p>(LM2) London market insurance principles and practices 15 credits 60 study hours</p> <p>(LM3) London market underwriting principles 15 credits 60 study hours</p>	<p>(M05) Insurance law 25 credits 120 study hours</p> <p>(M21) Commercial insurance contract wording 20 credits 100 study hours</p> <p>(M80) Underwriting practice 20 credits 80 study hours</p> <p>(M81) Insurance broking practice 20 credits 80 study hours</p> <p>(M85) Claims practice 20 credits 80 study hours</p> <p>(M92) Insurance business and finance 25 credits, 100 study hours</p> <p>(M93) Commercial property & business interruption insurances 25 credits 100 study hours</p> <p>(M94) Motor insurance 25 credits 100 study hours</p> <p>(M96) Liability insurances 25 credits 100 study hours</p> <p>(M97) Reinsurance 30 credits 120 study hours</p> <p>(P66/M66) Delegated authority³ 25 credits 100 study hours</p>	<p>(P67/M67) Fundamentals of risk management⁴ 25 credits 100 study hours</p> <p>(P86/M86) Personal insurances⁴ 20 credits 80 study hours</p> <p>(P90/M90) Cargo and goods in transit insurances⁴ 25 credits 100 study hours</p> <p>(P91/M91) Aviation and space insurance⁴ 30 credits 120 study hours</p> <p>(P98/M98) Marine hull and associated liabilities⁴ 30 credits 100 study hours</p> <p>(P61) Life, critical illness and disability underwriting 30 credits 80 study hours</p> <p>(P62) Life, critical illness and disability claims 30 credits 120 study hours</p> <p>(P63) Long term insurance business 25 credits 100 study hours</p> <p>(P64) Private medical insurance practice 25 credits 100 study hours</p>	<p>(530) Economics and business 30 credits 150 study hours</p> <p>(820) Advanced claims 30 credits 150 study hours</p> <p>(930) Advanced insurance broking 30 credits 150 study hours</p> <p>(945) Marketing insurance products and services 30 credits 150 study hours</p> <p>(960) Advanced underwriting 30 credits 150 study hours</p> <p>(990) Insurance corporate management 30 credits 150 study hours</p> <p>(992) Risk management in insurance 30 credits 150 study hours</p> <p>(995) Strategic underwriting 30 credits 150 study hours</p> <p>(996) Strategic claims management 30 credits, 150 study hours</p> <p>(997) Advanced risk financing and transfer 30 credits 150 study hours</p> <p>(590) Principles of Takaful⁵ 30 credits 120 study hours</p>	<p>Each unit covers an individually assessed topic. Assessment methods vary based on a unit's level and subject matter.</p> <p>Multiple choice question (MCQ) exam Study is based on a specified enrolment period, from 01 January – 31 December. MCQ exams are available weekly at UK and selected international online exam centres, or twice-yearly in April and October at international paper-based exam centres.</p> <p>Written exam Study is based on a 12 month enrolment period from the date of purchase. Written exams are held twice-yearly in April and October at UK and international exam centres.</p> <p>Mixed assessment Study is based on an 18 month enrolment period from the date of purchase. A combination of a single coursework assignment must be passed within the first six months and a MCQ exam passed within 18 months.</p> <p>Coursework assignments Study is based on a 12 month enrolment period from the date of purchase. Three written assignments, each typically between 2,000–3,000 words, must be passed.</p> <p>Dissertation Study is based on an 18 month enrolment period from the date of purchase. A dissertation, typically between 10,000–11,000 words, on an agreed subject must be submitted.</p>
<p>Notes</p> <ol style="list-style-type: none"> 1. Available to international candidates only 2. Available to candidates in Hong Kong only 3. Unit W01 is also available in Arabic, (W02) Award in general insurance; and in simplified Chinese, (WMI) Award in general insurance 4. Mixed assessment will replace traditional written exams for these units. For details, visit cii.co.uk/framework-enhancements 5. Unit 590 is also available in Arabic, (595) Principles of Takaful 					

http://www.cii.co.uk/media/7774785/coh_j011782-combined-quals-handbook-web-links-002.pdf



Multiple Choice



Multiple Choice Test

- Often referred to as 'MCT' - Multiple Choice Test
- Usually papers are one to two hours in length (although extra time may be sought in certain circumstances)
- They consist of between 50 - 100 multiple choice questions
- Some standard questions, some will be based on case studies
- You have use of rough paper and a calculator
- You can flag questions on the system
- Book your exam, give yourself sufficient time



Multiple Choice Test Examples

11. The **primary** function of insurance is to
- A. act as a risk transfer mechanism.
 - B. minimise claims.
 - C. prevent losses from occurring.
 - D. reduce risk.



Multiple Choice Test Examples

- 15.** Motor insurance windscreen claims can be classed as
- A.** high frequency, high severity.
 - B.** high frequency, low severity.
 - C.** low frequency, high severity.
 - D.** low frequency, low severity.



Multiple Choice Test Examples

96. Where access is **NOT** available to an electronic version of an employers' liability insurance certificate, where **must** a certificate be displayed?
- A. At the insured's head office only.
 - B. At the insured's largest business premises only.
 - C. At the insured's premises with the largest number of employees only.
 - D. At each of the premises of the insured's business.



Multiple Choice Test Exam Tips

Objective

To provide knowledge and understanding of basic insurance products, principles and practice, within the legal and regulatory framework of the insurance industry.

Summary of learning outcomes	Number of questions in the examination*
1. Understand how the insurance market operates	8
2. Understand risk and insurance in the context of the insurance market	7
3. Understand agency and insurance legal principles	17
4. Understand insurance underwriting procedures	10
5. Understand policy wordings and procedures for renewals	8
6. Understand insurance procedures for claims	10
7. Understand the conduct of insurance business	15
8. Understand personal insurance	18
9. Understand commercial insurance	7



Multiple Choice Test Exam Tips

- Make sure you have an up to date syllabus
- Learn lists of three or four
- Utilise online resources: Revisionmate, past papers
- Acronyms to remember lists, make up content stories
- Familiarise yourself to the point where you would recognise something in a line up
- Beware of negative wording
- Read question or scenario carefully
- Try and read the book in order, as sometimes earlier chapters will be referenced later on
- Skim through once, then begin reading the text thoroughly and compiling your own notes
- Pay very close attention to update boxes eg. Insurance Act 2015



Multiple Choice Test Exam Tips

- Case law and statute - you don't need to know dates, come up with a story or pictures for the parties involved (Currie v. Misa)
- Explain the concept to someone else
- Self testing - End of Chapter questions
- Recap after a break, consolidate, before bed and first thing in morning trick
- Index based learning
- Make yourself posters, mind maps and take pictures of them



Multiple Choice Test Exam Tips

- Study for short periods, use Pomodoro technique
- Squeeze revision into dead time, make yourself sound clips
- Turn your house into a revision hub
- Social learning, find someone else in your company to revise with, lunchtime sessions
- Compile a revision tool kit: post its, page tags, record cards (old business cards), highlighters, chewing gum, smelly pens, use technology (alarms etc)
- Colour code your notes
- Good working environment, music without lyrics



Coursework



Approaching coursework

- Library of online guides; exemplars
- Look at which learning objectives the questions cover
- What is the examiner looking for on that particular subject?
- These exams encourage application to workplace scenarios
- Candidates can enrol on a continuous basis and submit their work at their own pace
- Flexibility in study and assessment, faster results



Approaching coursework

- Ensure you have referenced external sources/third party material
- Familiarise yourself with the guidelines on plagiarism
- Use the correct answer template (the Unit and the Year)
- Check whether you are within the word count
- Look at the structure of your answer



Diploma

- 18 month enrolment period
- Most subjects now consist of an MCT and a coursework assignment
'Mixed Assessment'
- Ability to demonstrate further reading
- Compulsory modules - M05 and M92



Approaching coursework

Question	Learning Outcome(s)	Chapter(s) in the Study Text	Maximum marks per answer
1	Learning Outcome 3	Chapter 3	10 marks
2	Learning Outcome 4	Chapters 4 & 9	10 marks
3	Learning Outcome 5	Chapters 5 & 9	10 marks
4	Learning Outcome 6	Chapters 4, 6 & 7	30 marks
5	Learning Outcome 7	Chapter 8	20 marks
6	Learning Outcome 8	Chapters 4 & 10	20 marks
7	Learning Outcome 9	Chapter 11	20 marks
8	Learning Outcome 10	Chapter 12	20 marks
9	Across more than one Learning Outcome	Across more than one chapter	30 marks
10	Across more than one Learning Outcome	Across more than one chapter	30 marks

<http://www.cii.co.uk/qualifications/diploma-in-insurance-qualification/unit-insurance-law-m05/>



Deconstructing the questions

Glossary of key words

Analyse

Find the relevant facts and examine these in depth. Examine the relationship between various facts and make conclusions or recommendations.

Describe

Give an account in words of (someone or something) including all relevant, characteristics, qualities or events.

Discuss

To consider something in detail; examining the different ideas and opinions about something, for example to weigh up alternative views.

Explain

To make something clear and easy to understand with reasoning and/or justification.

Identify

Recognise and name.

Justify

Support an argument or conclusion. Prove or show grounds for a decision.

Recommend with reasons

Provide reasons in favour.

State

Express main points in brief, clear form.



Approaching coursework

Question 3 - Learning Outcome 3 (20 marks)

CB plc, a UK-based insurer, is experiencing very high levels of customers' complaints across its underwriting and claims departments. CB plc currently use the three lines of defence risk management approach.

This risk management approach needs to be improved as it is not preventing the high levels of customer complaints.

- (a) Explain the **six** most important actions that could be taken to reduce customers' complaints when considering **each** of the three lines of defence. (12)
- (b) Identify, with justification, **two** management controls that the underwriting department could use and **two** management controls the claims department could use to contribute to the prevention of future complaints from customers. (4)
- (c) Identify, with justification, **two** management controls that the claims department could use to contribute to the prevention of future complaints from customers. (4)

Advanced Diploma

- 12 months to submit 3 assignments
- Tests: your knowledge and understanding, application and analysis, looks for coherent structure and further reading examples
- Ensure any recommendations and analysis is based on the context given



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That's all folks!

